Date: July 15, 2010

To: Glen Baker, Chief Information Officer

From: Amanda Ortman and Manny Mendez, Office of Audit and Performance

Re: IndyStat – ISA meeting Friday 7/16/2010

CC: Mayor Greg Ballard
         Chris Cotterill, Chief of Staff
         Kristen Tusing, Director of Enterprise Development
         David Reynolds, Controller
         Sam Karn, Corporation Counsel
         Sarah Taylor, Constituent Services

The following follow-up actions resulted from the 11/13/09 ISA IndyStat meeting and were contained in the follow-up memo:

Follow-up Action. Going forward, please categorize initiatives completed by some (3-5) outcome categories like "legal mandate fulfilled," "annual process hours reduced," "citizen wait time reduced," or similar.

Follow-up Action. Please examine the tech situation in ACC and present high-level, cost-estimated, suggestions for improvements and anticipated outcomes.

Follow-up Action. Please present the panel with innovative potential ideas to accelerate enhanced access opportunity identification, development, and implementation.

ISA IndyStat
July 16, 2010

Indy Stat

Accountability in Action for the City of Indianapolis

Recent Initiatives Completed

[from November 2009-current (since last IndyStat) by outcome category]

Improve Operational Efficiencies and Reduce Cost

- ERP business reqs and solution section
- Accela Land Mgmt (DCE & HHC)
- Mainframe Print Services Cost Reduction
- Sheriff Technology Service Consolidation With ISA
- Altiris Service Desk Implementation
- ISA/NG transition (contracts, etc)
- Courts HR & Payroll
- Wide Area Network Migration
- Hansen Map Viewer

Improve Customer Service

- Domestic Relations counseling bureau document generation systems
- eFiling

Increase Transparency

- Voter Information Portal
- Indy.gov redesign Phase 1 & 2
- Government Profile Application
- RequestIndy Portal
- OCC On-Line Contracts
- Boards and Commissions Application
- EBIRS Preparation for 2009 Special Election

# Active Enterprise Initiatives

- ERP Implementation – Core HCM and Financials
- PVD Property System
- Accela Full Business Licensing
- IT Consolidation Study
- Office 2007 Enterprise Implementation
- DCE FileNet Enhancements
- DCE Fee Modification Enhancements
- SnowFighter application
- Email Optimization
- Sheriff Clock Rounds

- Public Safety Air Card Expansion
- Public Safety – Superbowl / Future State Analysis
- IRIS – Public Safety Data / Records Management
- City/County Downtown Wireless Evaluation
- Moves
- Assessor Consolidation
- Election Board Warehouse
- Traffic Court
- Guardian Home

Other ISA Service Metrics
[total of 62]

- System server (9)
- Application Platform Response time (3)
- Batch Processing (2)
- Network Administration (3)
- Restoration Services (3)
- Network Availability (3)
- Network Performance (2)
- Helpdesk Incident Resolution (10)
- Help Desk Incident Closure (2)
- Helpdesk response time (2)

- User Account Administration (8)
- Customer Satisfaction (3)
- Asset Management (2)
- Deployment (2)
- Physical Equipment Moves (2)
- Test Batch
- Report Distribution/Output Delivery (1)
- Disaster Recovery (2)
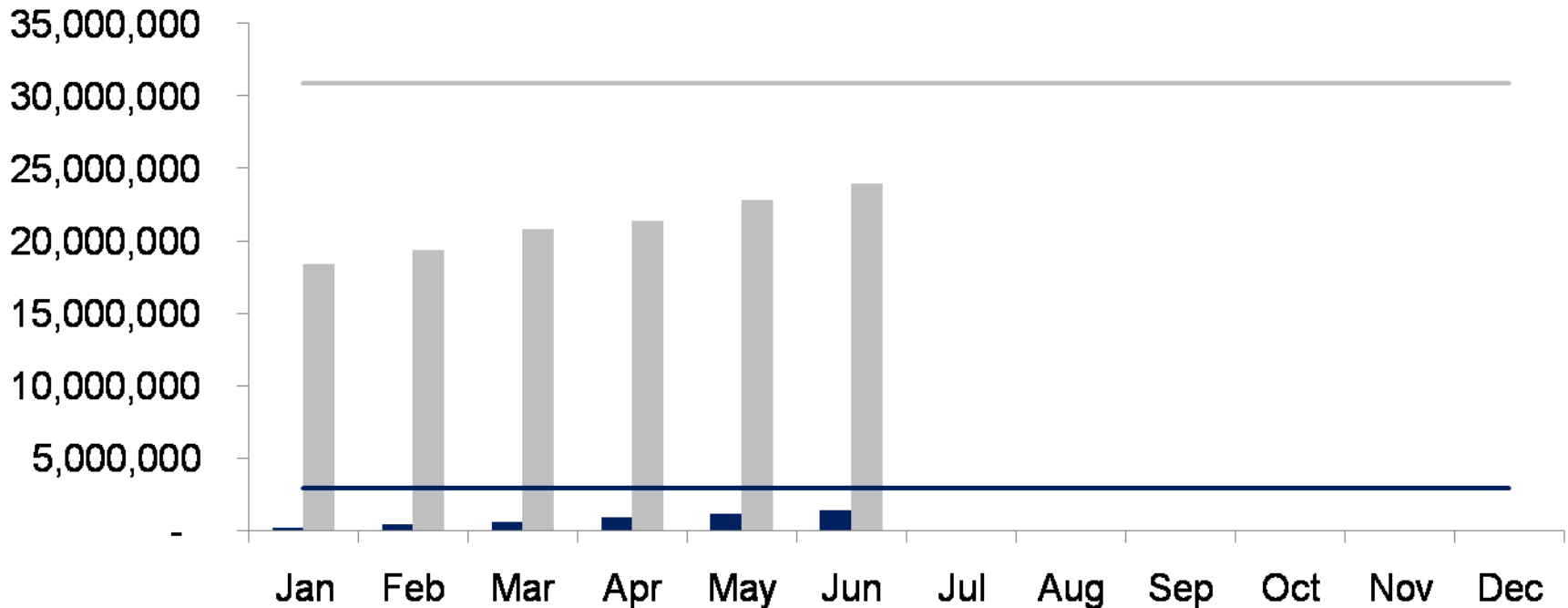- General Admin Functions (2)

ISA YTD Turnover

ISA
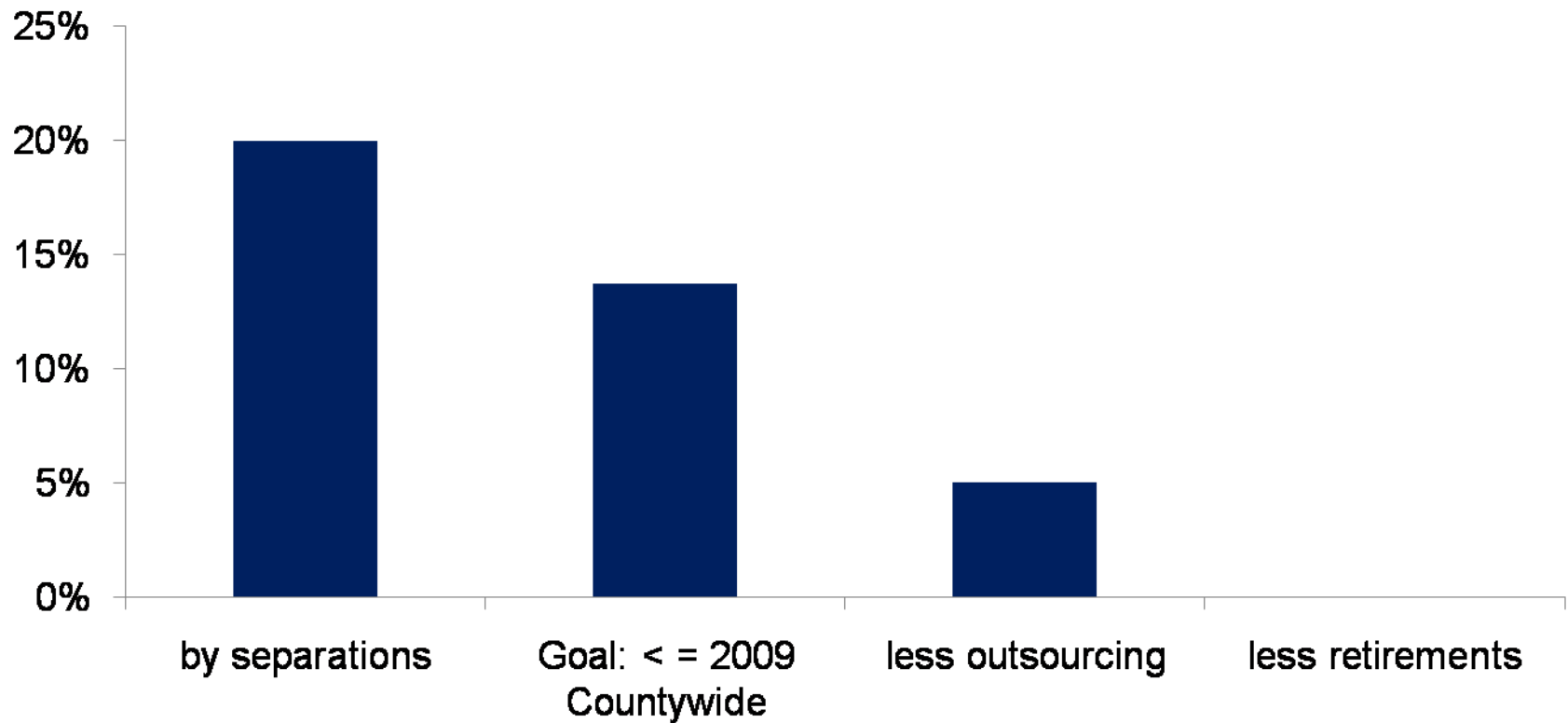
Budgeted to Actual YTD Expenses*

Personnel = $1.42 Million / $2.98 Million = 48% spent

Operating = $23.9 Million / $30.9 Million = 77% spent

Legend: Actual Personnel $ | Actual Operating $ | Budgeted Personnel $ | Budgeted Operating $
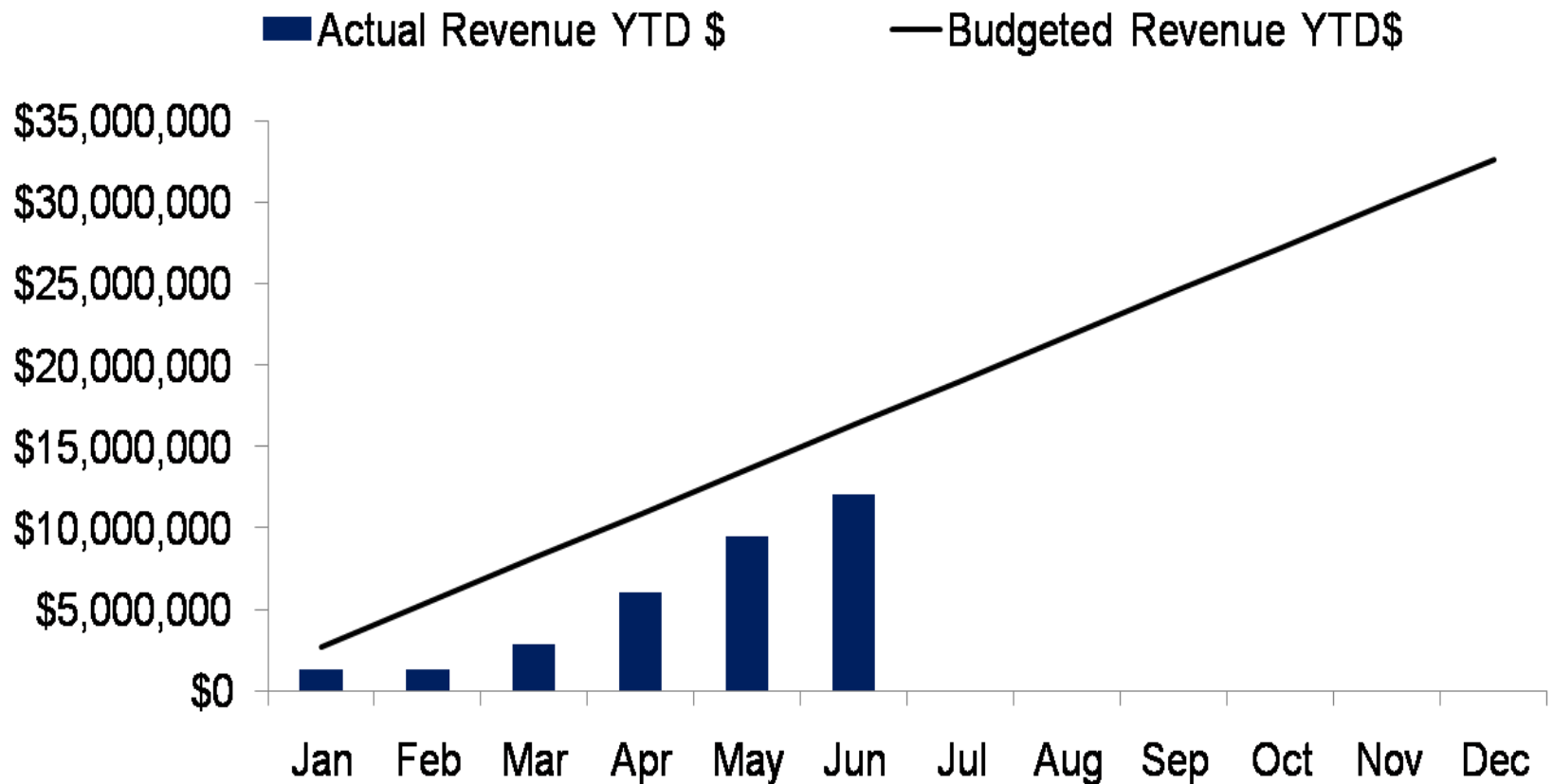
* Numbers reflect sum of expenses, encumbrances, and encumbrance reqs

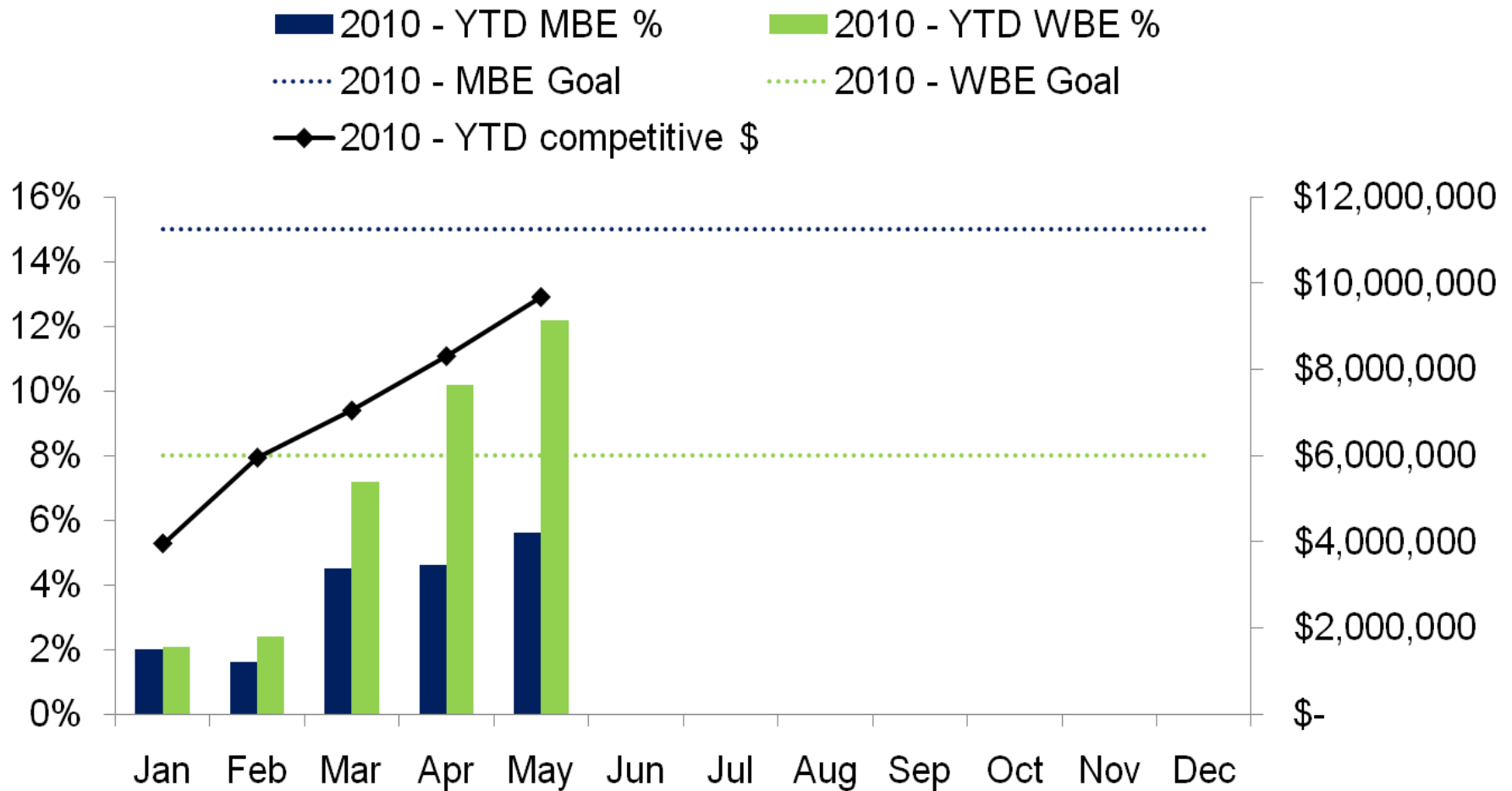# Budgeted to Actual YTD Revenues
[$12 Million / $32.6 Million = <u>37% collected</u>]

ISA: 2010 MBE/WBE Spend

YTD MBE: $ 543,388 (5.62%)
YTD WBE: $ 1,176,712 (12.17%)

ACC Technical Review Update

| Recommendation	Expense	Status	Target Date
Outfit field vehicles with laptops	$37K	Implementing	Laptops/mounts in-stock. ACC scheduling with Fleet for mount installations.
Chameleon Upgrade (included in annual maintenance)	$0	Implementing	8/30/2010
Revisions to data integration between Siebel and Chameleon (included in annual maintenance)	$0	Planning—may be possible in concert with above	TBD # 2

Help Desk Contacts (#)
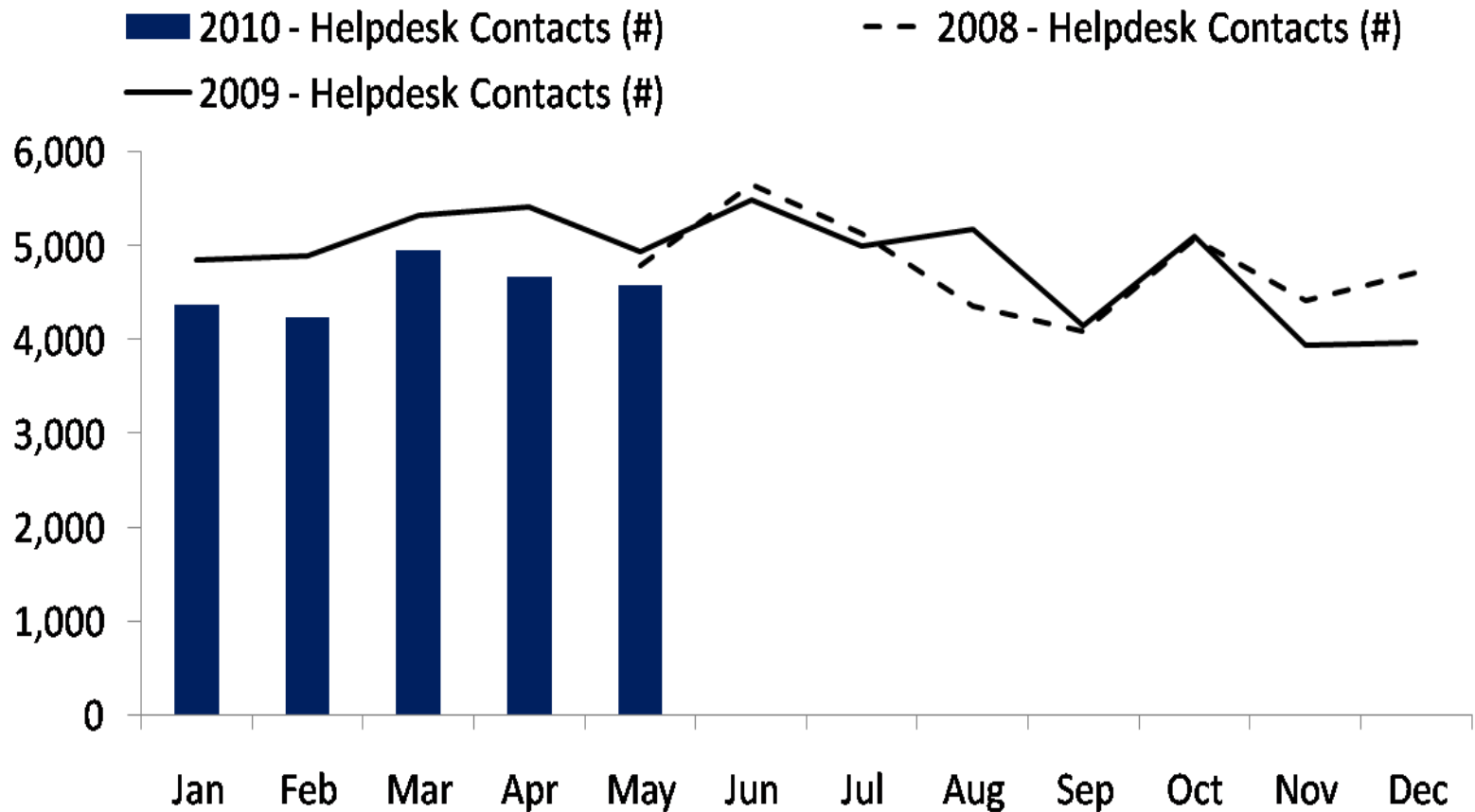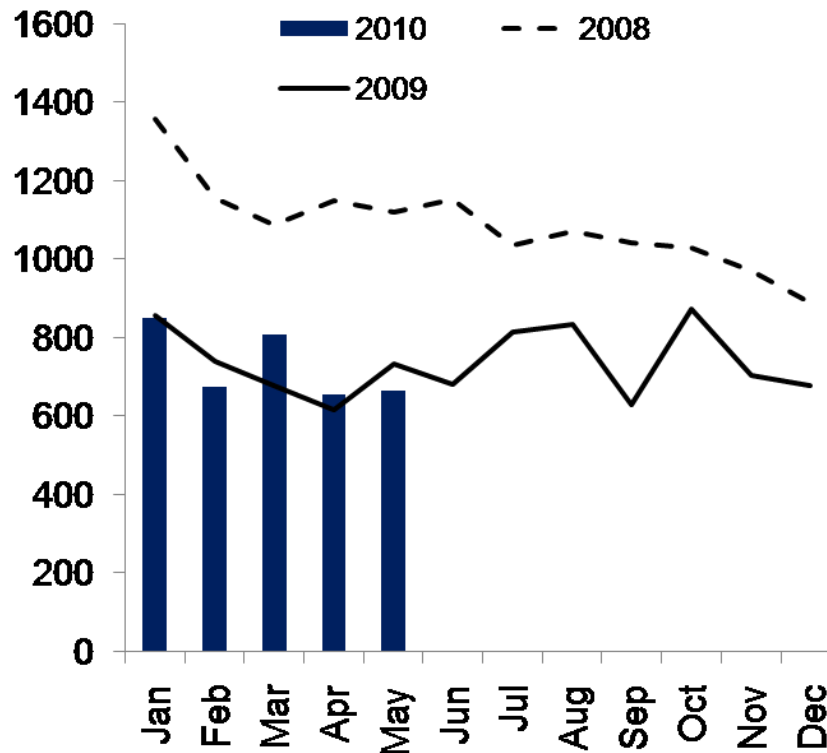
Help Desk
First Call Resolution %
[Goal = 80%]

ISA
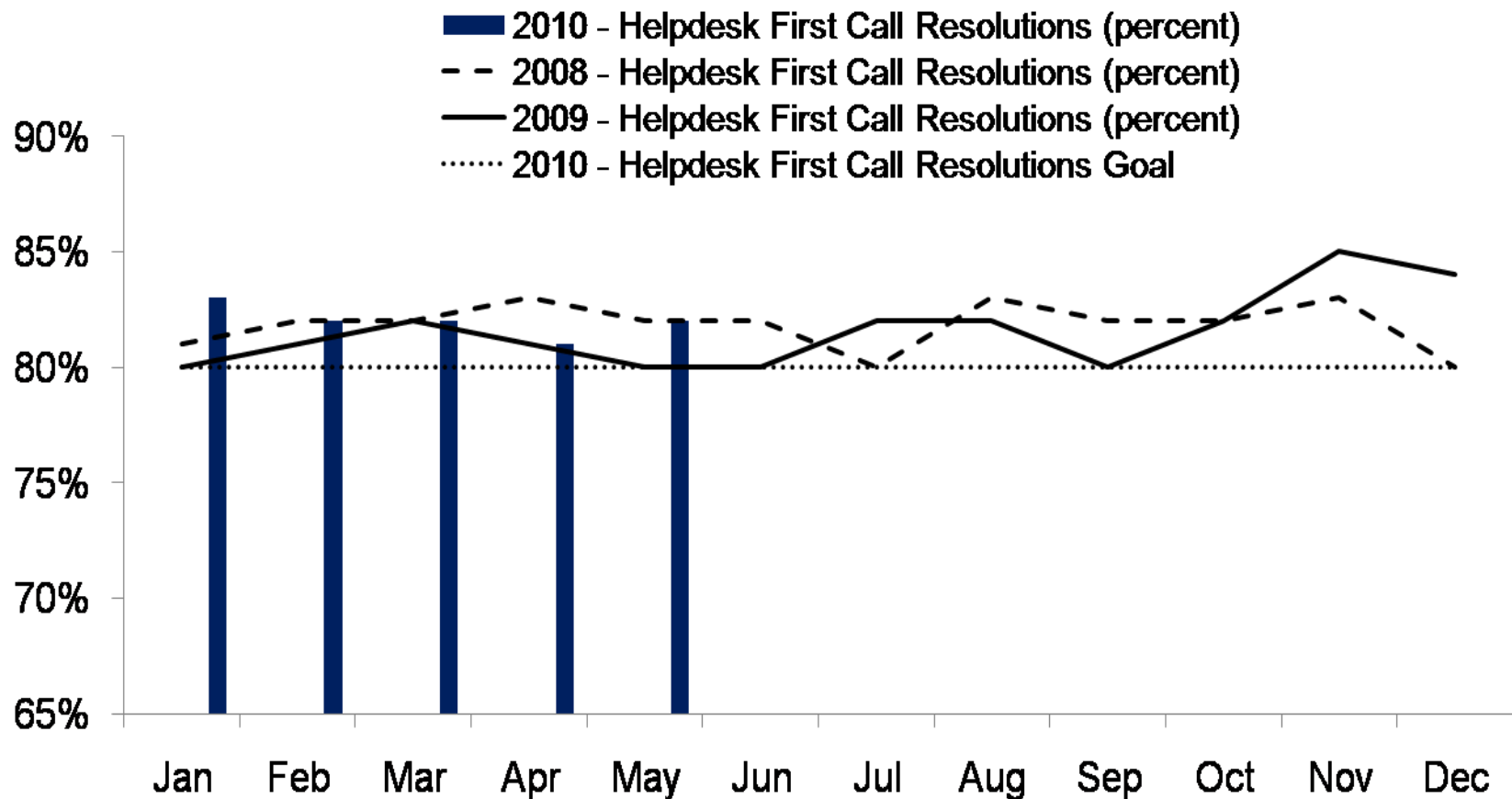
Help Desk Password Resets

Total Number

__Goal = < 700 / month__ with current customer base

% of Total Helpdesk
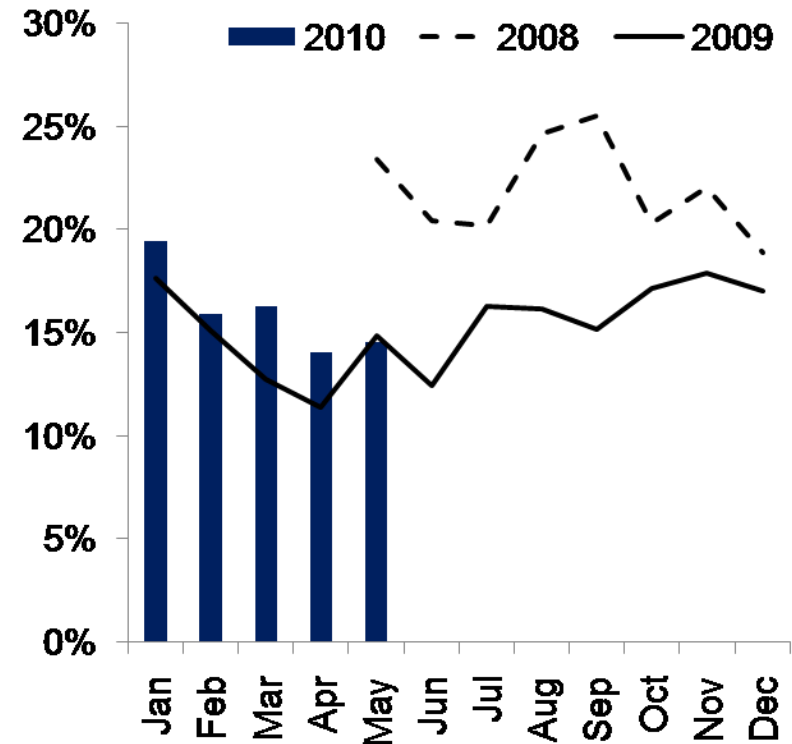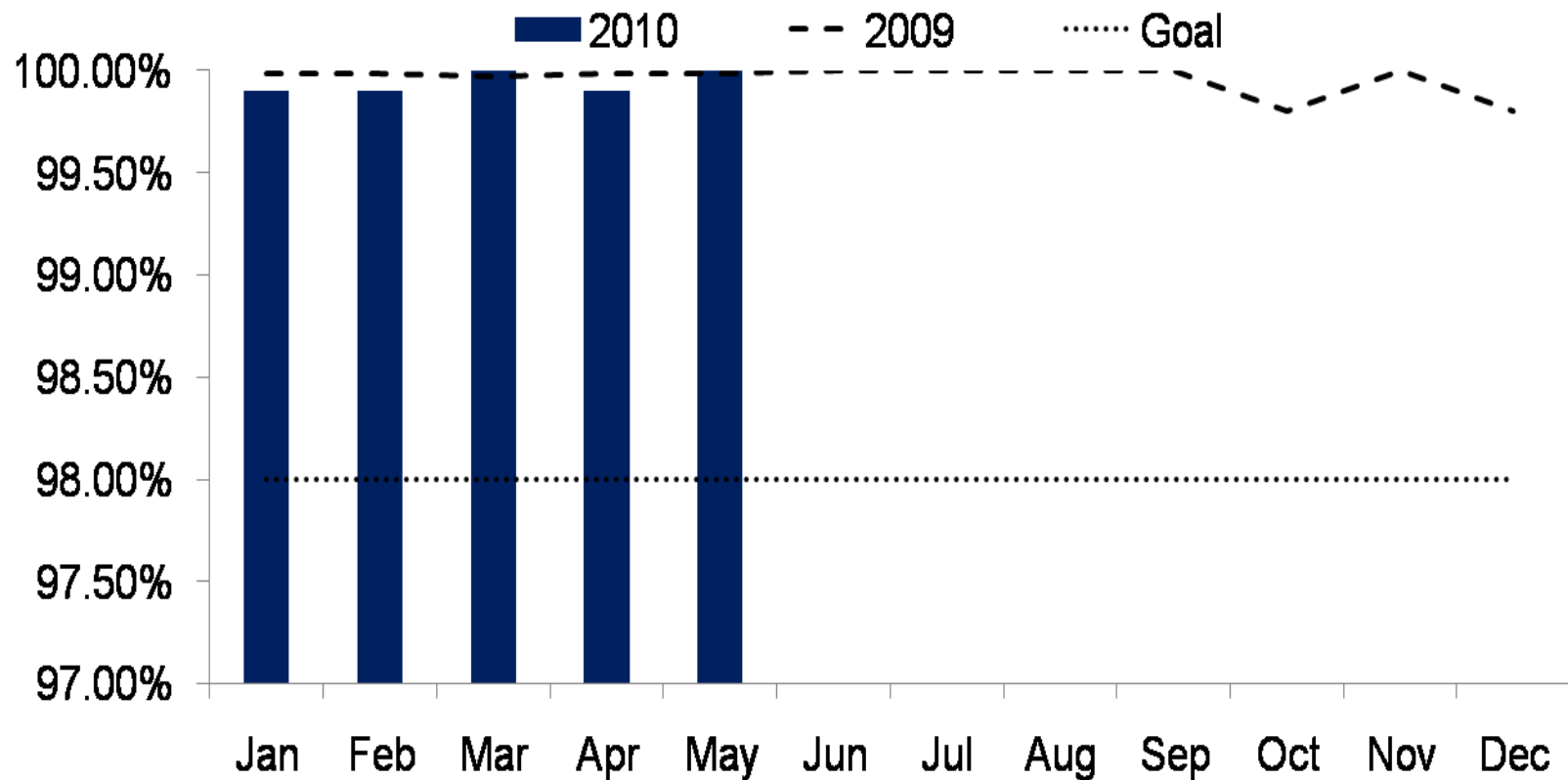
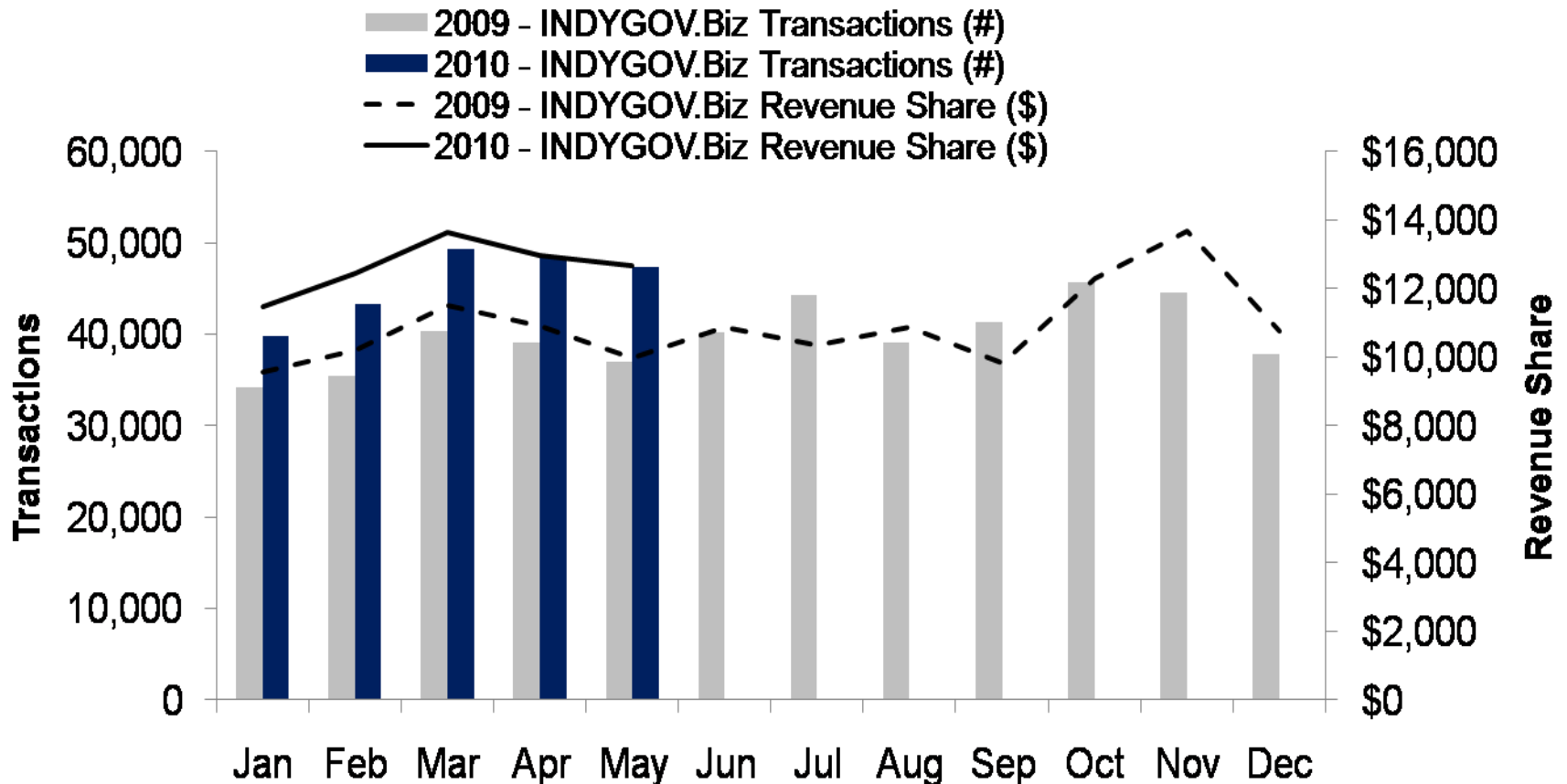# Mean Server Uptime

ISA

Indygov.biz: 2010 v. 2009

Transactions <u>up 23%</u> (42,148) [Jan-May]
Revenue <u>up 21%</u> ($11,008) [Jan-May]

Highlighted Project:

INDY CORPS
CONSOLIDATED OPERATIONS & RESOURCE PLANNING SYSTEM
City Of Indianapolis – Marion County

Accomplishments to Date:

- Human Capital Management (HCM) discovery sessions completed
- Project team internal communications portal provisioned
- www.indy.gov/erp provisioned to update community
- Change Management strategy implemented and Change Agents identified
- Project governance implemented via:
  - ➢ Executive Committee
  - ➢ Steering Committee

Planned Accomplishments:

- Complete finance discovery sessions
- Conduct Oracle accelerator sessions for finance and phase 1 HCM
- Begin data collection to fully capture project impact
- Select training participants for 'PeopleSoft' training sessions
- Complete HCM module in preparation for Q1 2011 rollout
  - ➢ Base HR
  - ➢ Pension Benefits
  - ➢ Payroll

Highlighted Project:
IT Consolidation Study -- Recommendations out for comment

#	DEPARTMENT, AGENCY, or ENTITY
1	Metropolitan Emergency Communications Agency (MECA)
2	Indianapolis Metropolitan Police Department (Dept. of Public Safety)
3	Indianapolis Fire Department (Dept. of Public Safety)
4	Department of Public Works (DPW)
5	Telecom and Video Services Agency (TVSA)
6	Marion County Sheriff's Department (MCSD) *Consolidating*
7	Marion Superior Courts
8	Marion County Capital Improvement Board (CIB)
9	Indianapolis/Marion County Public Library (IMCPL)

Highlighted Project:
IT Consolidation Study
Figure From Draft IT Consolidation Recommendations

ALL ENTITIES CONSOLIDATABLE CATEGORY	CURRENT CONSOLIDATABLE POSITIONS	CURRENT ANNUAL RESOURCES	ANNUAL EFFICIENCIES	5 YEAR EFFICIENCIES
End User Support	13	$ 786,732	38%	$ 1,492,516
Server and Network Support	5	$ 374,812	26%	$ 496,032
Application Support	4	$ 217,658	28%	$ 309,669
Managers	8	$ 713,649	38%	$ 1,339,138
totals	**30**	**$ 2,092,852**	**35%**	**$ 3,637,354**

Highlighted Initiative:

ISA Semi-Annual Management Goals and Objectives

Goal Categories

Employee Service Goals

Customer Service Goals

Process Improvement/Efficiency Goals

Cost Reduction/Containment Goals

Major Internal ISA Goals and Objectives

Major Goals Supporting Other Departments/Agencies

Highlighted Initiative:
ISA Semi-Annual Management Goals and Objectives

Major Internal ISA Goals

1. **Expand our information security strategy to address growing threats and accommodate new requirements.**

   By July 31, 2010, conduct an external security penetration test and aggressively mitigate risks.

   By August 30, begin conducting quarterly Information Security Oversight Committee meetings.

   By September 30, 2010, work with HR to develop and publish end user security awareness material.

Customer Service Goals

2. **Develop metrics and work to achieve aggressive service level agreements for all ISA services.**

   Achieve 99.5% overall uptime percentage for all tier 1 mainframe systems.

   Achieve 98% overall availability for email services

   Achieve 98% overall availability for file services

   By August 31, 2010, develop SLAs for one major customer as a pilot for enterprise wide service levels.

   By December 31, 2010, develop SLAs for a second major customer.

Process Improvement/Efficiency Goals

3. **Expand use of Six Sigma process improvement techniques to increase productivity and efficiency.**

   By September 30, 2010, provide extended Six Sigma training to all ISA Managers, BRMs and PMs.

   By September 30, 2010, develop or hire a minimum of 1 green belt in ISA and deploy on at least 2 enterprise projects.

Next ISA IndyStat Meeting
Friday, October 29th
10:00am
Room 260

ISA

Date: July 19, 2010

To: Glen Baker, Chief Information Officer

From: Amanda Ortman and Manny Mendez, Office of Audit and Performance

Re: Follow-up to ISA IndyStat Meeting held July 16, 2010

CC: Mayor Greg Ballard
         Chris Cotterill, Chief of Staff
         Kristen Tusing, Director of Enterprise Development
         David Reynolds, Controller
         Sam Karn, Corporation Counsel
         Sarah Taylor, Constituent Services

The following follow-up actions resulted from the 7/16/2010 ISA IndyStat meeting:

Follow-Up Action: Please update the panel on any efforts made towards automating mainframe password resets.

Follow-Up Action: Please quantify the costs directly related to Help Desk password resets. Also, please provide a listing of where the top 20% of password resets are occurring across City Departments.

Follow-Up Action: Please provide a breakdown of potential dollar savings by Department/Agency/Entity from the IT Consolidation Study. In addition, please continue to update the panel on this project.